

CLAIMS:

We claim:

1. A call center comprising:

at least one phone handset coupled to a gateway to a packet switched telephone network (PSTN);

an enterprise application associated with said at least one handset and at least one data terminal coupled to said enterprise application and disposed in proximity to each of said at least one handset;

a database of caller information coupled to said enterprise application, each record in said database having a configuration for location based upon a searching key;

at least one line information database (LIDB) disposed in said PSTN and configured to store individual searching keys, each of said individual searching keys having an association with a corresponding subscriber to said PSTN;

a gateway node communicatively linked both to said PSTN and said enterprise application; and,

a query interface to said enterprise application programmed to select records in said database of caller information based upon an individual searching key received from said LIDB through said gateway node.

2. The call center of claim 1, wherein each of said individual searching keys comprises a combination of a caller name and a caller address.

3. The call center of claim 1, wherein said enterprise application comprises a customer relationship management application.
4. A method for processing a call in a call center using information stored in a line information database (LIDB), the method comprising the steps of:
 - retrieving a searching key from the LIDB associated with the call;
 - querying an enterprise application based upon said retrieved searching key to retrieve caller data; and,
 - presenting said caller data to a call center operator processing the call.
5. The method of claim 4, wherein said retrieving step comprises the step of retrieving said searching key from a gateway node disposed intermediately between the LIDB in a public switched telephone network (PSTN) and said enterprise application.
6. The method of claim 5, wherein said retrieving step further comprises the steps of:
 - retrieving a combined name and address associated with the call from said gateway node; and,
 - passing said combined name and address to said querying step as said retrieved searching key.
7. The method of claim 4, further comprising the step of presenting an incomplete set of caller data where said searching key cannot be retrieved from the LIDB.

8. The method of claim 4, further comprising the step of routing the call to a particular operator based upon said retrieved searching key.
9. In a public switched telephone network (PSTN), a method for processing a call in a call center using information stored in a line information database (LIDB), the method comprising the steps of:
- for selected ones of subscribers to the PSTN, storing within subscriber records in the LIDB a searching key into an enterprise application disposed externally to the PSTN; and,
- during an attempt to establish a call between a subscriber to the PSTN and the call center, retrieving from the LIDB a searching key corresponding to the subscriber and forwarding said searching key to said enterprise application for use in retrieving call information stored externally to the PSTN.
10. The method of claim 9, wherein said forwarding step comprises the step of forwarding said searching key to said enterprise application via a gateway node coupled both to said enterprise application and the PSTN.
11. A machine readable storage having stored thereon a computer program for processing a call in a call center using information stored in a line information database (LIDB), the computer program comprising a routine set of instructions which when executed by the machine cause the machine to perform the steps of:

retrieving a searching key from the LIDB associated with the call;
querying an enterprise application based upon said retrieved searching key to
retrieve caller data; and,
presenting said caller data to a call center operator processing the call.

12. The machine readable storage of claim 11, wherein said retrieving step comprises the step of retrieving said searching key from a gateway node disposed intermediately between the LIDB in a public switched telephone network (PSTN) and said enterprise application.

13. The machine readable storage of claim 12, wherein said retrieving step further comprises the steps of:

retrieving a combined name and address associated with the call from said gateway node; and,
passing said combined name and address to said querying step as said retrieved searching key.

14. The machine readable storage of claim 11, further comprising the step of presenting an incomplete set of caller data where said searching key cannot be retrieved from the LIDB.

15. The machine readable storage of claim 11, further comprising the step of routing the call to a particular operator based upon said retrieved searching key.

16. A machine readable storage having stored thereon a computer program for processing a call in a call center using information stored in a line information database (LIDB) in a public switched telephone network (PSTN), the computer program comprising a routine set of instructions which when executed by the machine cause the machine to perform the steps of:

for selected ones of subscribers to the PSTN, storing within subscriber records in the LIDB a searching key into an enterprise application disposed externally to the PSTN; and,

during an attempt to establish a call between a subscriber to the PSTN and the call center, retrieving from the LIDB a searching key corresponding to the subscriber and forwarding said searching key to said enterprise application for use in retrieving call information stored externally to the PSTN.

17. The machine readable storage of claim 16, wherein said forwarding step comprises the step of forwarding said searching key to said enterprise application via a gateway node coupled both to said enterprise application and the PSTN.